GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1782
ANSWERED ON:27.07.2016
Death of Indian Workers Abroad
Mukherjee Shri Abhijit;Patel Shri Prahlad Singh;Sathyabama Smt. V.;Senthilnathan Shri PR.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government has any special cell/official committee to look after the difficulties of distressed Indians who work in various countries abroad;

(b) if so, the details thereof and if not, the steps taken by the Government to create a special cell/team to assist people under distress while working abroad;

(c) whether the Government has made any hassle-free arrangements to bring back the bodies of deceased Indians who die while working in foreign countries;

(d) if so, the details thereof; and

(e) the total number of Indian workers State-wise who died while working in foreign countries in the last three years, year-wise, country-wise and the details of compensation provided to the family of these deceased by the Government?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(SHRI M. J. AKBAR)

(a) & (b) Consular Officers posted in Indian Missions/Posts abroad are tasked with addressing the difficulties of distressed Indians, including Indian workers, in various countries abroad. In Gulf countries and in Malaysia, where there are large numbers of Indian workers, our Missions and Posts have specialised Community Welfare Wings and Labour Wings. In addition, the Government has launched an online portal called 'MADAD' for addressing the grievances of Indian nationals abroad. A Call Centre has also been in operation to assist Indian workers to register their grievances on the Madad Portal. The Portal is regularly monitored in our Missions/Posts at various levels, thus giving high priority to grievances of Indian workers. An Indian Workers Resource Center (IWRC) has also been operational in Dubai, UAE, since 2010. Four new Indian Workers Resource Centres (IWRCs) have been approved for setting up in Riyadh, Jeddah, Sharjah and Kuala Lumpur.

(c) & (d) For the purpose of bringing back the mortal remains of an Indian national, registration of death at the concerned Indian Mission/Post is necessary, for which some documents are required such as, medical report/death certificate issued from a hospital, copy of detailed police report in case of accidental or unnatural death and a consent letter from next of kin of the deceased for local cremation/burial/transportation of mortal remains. In addition to the above, other documents such as clearance and arrangements for embalming of mortal remains, clearance from local immigration/customs department, etc., may be required. These procedures may differ from country to country.

While there is no undue delay in cases of natural deaths, the time taken in transporting the mortal remains to India is longer in the case of unnatural deaths, because of local procedures involved in those countries for investigating the cause of death.

Our Missions/Posts remain in constant touch with the concerned foreign Governments to expedite procedures for the repatriation of mortal remains to India. The issue is also taken up at bilateral dialogues, including at high levels.

(e) State-wise details of Indian workers who died abroad are not available. However, a list of Indian workers who died abroad for the last three years is attached at Annexure. Payment of compensation depends upon the circumstances of injury/death, the terms of the contract and local labour laws applicable in the country of work. Our Missions and Posts provide all possible assistance to Indian nationals in following up their claims of compensation in the event of accident or death.